EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Medical Assistant Training & Development Specialist

REPORT TO: RN Quality Manager

DIRECT REPORTS: None — non-supervisory

JOB SUMMARY: The MA Training & Development Specialist owns the design, delivery, and quality of clinical training Primary Care and Specialty functions for all Medical Assistants across the organization's sites. This is a non-supervisory role dedicated to building MA competency, reducing onboarding time, standardizing clinical support practices, and creating a consistent learning environment regardless of site. The Specialist works across all three locations and may be deployed flexibly based on onboarding cohort volume, new program rollouts, or identified performance gaps. This role is a career advancement pathway for high-performing MAs who demonstrate instructional aptitude.

JOB DUTIES AND RESPONSIBILITIES

New Hire Orientation & Onboarding

1. In collaboration with MA Supervisors and the RN Quality Manager, design and deliver a standardized MA onboarding curriculum covering clinical skills, EHR workflows, rooming protocols, scope of practice, and patient communication.
2. Conduct competency validations for all new MA hires prior to independent patient care (vitals, phlebotomy, injections, point-of-care testing, EHR documentation).
3. Maintain competency validation checklists and ensure documentation is filed in personnel records per policy.
4. Coordinate with MA Supervisors to schedule new hire onboarding that minimizes disruption to patient care operations.
5. Track onboarding completion rates and time-to-independence for all new hires; report metrics to Operations leadership quarterly.

Ongoing Education & Skills Development

1. Facilitate annual MA skills re-verification across all sites, including return demonstration for high-risk competencies.
2. In collaboration with MA Supervisors, develop and deliver targeted refresher training when quality data, incident reports, or supervisor observations identify knowledge or skill gaps.
3. Create and maintain a training calendar that anticipates annual requirements, regulatory deadlines, and new program launches.
4. Build and maintain an MA training library including SOPs, skills checklists, reference cards, and instructional guides.

5. Stay current on best practices in MA training, FQHC clinical standards, and relevant regulatory updates (e.g., OSHA, CLIA-waived testing protocols).

Program & Policy Rollouts

1. Serve as the primary implementation resource when new clinical protocols, EHR modules, or operational workflows affect MA practice.
2. Partner with the RN Quality Manager and Lab Compliance & CQI Coordinator to ensure training reflects current compliance requirements.
3. Develop and deliver training for new service lines, equipment, or population health initiatives as directed by leadership.

Performance Gap Support

1. Receive referrals from Site Supervisors for MAs requiring performance improvement support; design individualized remediation plans.
2. Document training interventions and outcomes; communicate progress to the referring Supervisor and HR as appropriate.
3. Identify systemic gaps (patterns across multiple staff) and escalate recommendations for curriculum updates to leadership.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Community clinic and medical office operations.
2. Pertinent federal, state and local laws and regulations regarding issues affecting licensed community clinics, e.g., OSHA requirements.

Skills in:

1. Oral and written communication; bilingual (English/Spanish) preferred.
2. Organization of work and attention to detail.
3. Using standard medical office equipment and performing standard clinic medical and laboratory tests.
4. Using a computer for word processing, data entry and e-mail.
5. Full scope of practice for a Medical Assistant

Ability to:

1. Share the EDCCHC mission and work well in a team environment.
2. Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
3. Be courteous and utilize professional behavior in all interactions with the public and staff.
4. Maintain a high level of confidentiality of client information.
5. Appropriately deal with difficult situations

6. Make decisions within certain prescribed limits according to Policies and Procedures.
7. Determine priorities in workload and meet established deadlines.
8. Work in a fast-paced environment with frequent interruptions and maintain a positive disposition.
9. Be flexible in accepting, changing or carrying out assignments.
10. Demonstrated experience in training, precepting, or skills instruction for clinical staff.
11. Strong communication skills; ability to adapt instructional approach to different learning styles and experience levels.
12. Familiarity with adult learning principles and competency-based training frameworks.
13. Proficiency with EHR systems relevant to the organization; ability to train others on clinical workflows.
14. Bilingual preferred, particularly at organizations serving diverse patient populations.

Core Competency Profile

1. Instructional Design: Builds clear, learner-centered curricula with measurable competency outcomes
2. Clinical Credibility: Maintains current clinical knowledge; models correct technique
3. Patience & Coaching: Meets learners where they are; provides constructive, non-punitive feedback
4. Organization: Manages a multi-site training calendar and documentation system reliably
5. Relationship Building: Earns trust with staff across sites and supervisors with different styles
6. Data Orientation: Tracks training metrics and uses outcomes to improve curriculum

QUALIFICATIONS

Experience:

1. Minimum 3 years of MA experience in a primary care or FQHC setting required.
2. Minimum 1 year of supervisory, lead MA, or team lead experience highly preferred.

Education and Certification:

1. High school diploma required; Associate's or Bachelor's degree in health sciences, education, or related field preferred.
2. Minimum 3–5 years of MA experience in a primary care or FQHC setting.
3. MA certification (CMA, RMA, CCMA, or equivalent) preferred.

OTHER

Physical Requirements:

Normal health center/interior office environment. See, hear, talk, walk, sit and/or stand for long periods of time, reach, stoop, bend, lift and/or carry up to 50 lb., transfer clients of any weight and may be required to assist patients on to and off of examination table; may be required to assist patients who have a mobility impairment including but not limited to: pushing a wheelchair and assisting patients with crutches or braces, etc. Repetitive hand movement; use and view a computer, operate copier, telephone; read and write English. Significant portions of daily assignment may also involve application of manual skills requiring eye-and-hand coordination in combination of finger dexterity.

FLSA Status: Non-exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

Salary Range: $29.51 - $37.04